

APPENDIX A

KEY FINDINGS FOR REGION 10: BACKUP TABLES

SATISFACTION WITH TRICARE AND TRICARE PRIME

Table 2.1 Percent of Beneficiaries Satisfied with Care They Received at a Military (MTF) or Civilian (CTF) Treatment Facility, by Region and Past Care, Compared to a National Civilian Benchmark Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Region 1	64.5	84.1
Region 2	51.5	83.7
Region 3	54.8	82.6
Region 4	58.5	83.4
Region 5	62.1	84.2
Region 6	57.7	82.9
Region 7/8	57.0	82.0
Region 9	61.2	80.1
Region 10	63.2	81.8
Region 11	64.4	82.6
Region 12	64.1	81.6
Alaska	62.6	79.7
Europe	61.2	73.9
Mean, all regions	58.9	82.7
Total population	3,630,311	3,882,672
National benchmark	89.0	

Table 2.2 TRICARE Prime Enrollees' Levels of Satisfaction with Prime in Mature TRICARE Regions Only Percent of Beneficiaries Enrolled in TRICARE Prime			
	Percent satisfied with health care under TRICARE Prime		
	Agree or strongly agree	Neither agree nor disagree	Disagree or strongly disagree
Region 3	50.9	34.5	14.6
Region 4	51.5	30.6	17.9
Region 6	51.3	32.0	16.7
Region 7/8	44.3	36.9	18.8
Region 9	56.8	32.3	10.9
Region 10	59.2	27.7	13.1
Region 11	57.8	27.3	14.9
Region 12	56.5	29.4	14.2
MHS Average	51.5	32.7	15.8
Total population	194,339	402,486	632,476

Table 2.3 Percent of Beneficiaries Satisfied with the Military or Civilian Care They Received in Region 10 by Type of Beneficiary and Past Care Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	MTF	CTF
Active duty personnel	61.4	68.6
Active duty family members	65.6	83.9
Retirees, survivors, and family under age 65	64.6	80.2
Retirees, survivors, and family age 65 or over	61.2	85.0
Region 10 overall	63.2	81.8
Mean, all regions	58.9	82.7
Total population in Region 10	123,958	174,045

Table 2.4 Intention to Enroll or Re-enroll in TRICARE Prime in Region 10, by Enrollment Status and Likelihood to Enroll Percent of Beneficiaries Reporting Knowing Something About TRICARE			
	Percent reporting given likelihood		
	Likely or very likely	Neither likely nor unlikely	Unlikely or very unlikely
Enrolled in TRICARE Prime			
Active duty	45.0	20.8	34.2
Non-active duty	76.4	9.9	13.8
Not enrolled in TRICARE Prime			
Under age 65	12.3	20.3	67.4
Age 65 or over	3.4	10.8	85.9
Region 10 overall	43.2	14.7	42.1
Mean, all regions	41.4	NA	NA
Total population in Region 10	58,528	19,960	57,027

Table 2.5 TRICARE Prime Enrollees Satisfied with Their Care in Region 10 by Military or Civilian Primary Care Manager Percent of Beneficiaries Enrolled in TRICARE Prime		
	Primary Care Manager	
	Military	Civilian
Region 10	54.8	65.9
Mean, all regions	49.3	56.3
Total population in Region 10	34,220	27,827

ACCESS TO HEALTH CARE

Table 3.1 Beneficiaries' Use of an Emergency Room in Lieu of a Regular Appointment in Region 10 by Enrollment Status Percent of Beneficiaries Who Report Using an ER in the Past 12 Months	
	Percent using ER in lieu of regular appointment
Enrolled in TRICARE Prime	
Active duty	12.8
Non-active duty	18.3
Not enrolled in TRICARE Prime	
Under age 65	13.6
Age 65 or over	13.2
Region 10 overall	14.7
MHS Average	17.2
Total population in Region 10	96,012

Table 3.2 Average Waiting Periods for Beneficiaries to Get an Appointment for Routine Care in Region 10 by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 8 days	57.7	58.5
Waited 8 - 30 days	37.0	35.6
Waited > 30 days	5.3	6.0
Not enrolled		
Waited < 8 days	53.1	57.7
Waited 8 - 30 days	34.9	33.1
Waited > 30 days	12.0	9.3
MHS Average		
Waited < 8 days	53.2	64.0
Waited 8 - 30 days	39.2	28.1
Waited > 30 days	7.6	8.0
Total population in Region 10	123,958	174,045

Table 3.3		
Waiting Time in Provider's Office in Region 10, by Enrollment Status Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given waiting period	
	MTF	CTF
Enrolled		
Waited < 30 minutes	72.5	84.3
Waited 30 minutes to 1 hour	21.2	11.4
Waited > 1 hour	6.3	4.3
Not enrolled		
Waited < 30 minutes	79.9	88.3
Waited 30 minutes to 1 hour	14.9	9.3
Waited > 1 hour	5.2	2.3
MHS Average		
Waited < 30 minutes	67.7	83.6
Waited 30 minutes to 1 hour	22.7	13.0
Waited > 1 hour	9.6	3.5
Total population in Region 10	123,958	174,045

Table 3.4 Reasons for Beneficiaries Not Relying on a Military Facility for Most of Their Care in Region 10 Percent of Beneficiaries Who Did Not Receive Most Care From a MTF in the Past 12 Months	
	Percent reporting the reason
Never try to use MTF	29.6
No care needed in past 12 months	8.5
MTF is too far away	38.3
Hard to get an appointment at MTF	20.5
Can't see the same provider each visit	12.3
MTF usually used is closed	28.6
Needed services not available	9.3
Better care at civilian provider	19.2
Ineligible for military care	8.0
No appointment available for beneficiary like me	9.0
Difficult to find a parking space	1.4
Other	15.8
Total population in Region 10	165,344

KNOWLEDGE OF TRICARE AND TRICARE PRIME

Table 4.1 No Knowledge of TRICARE Percent of All Beneficiaries by Region	
	Percent with no knowledge of TRICARE
Region 1	45.9
Region 2	38.8
Region 3	29.7
Region 4	29.0
Region 5	52.6
Region 6	29.4
Region 7/8	30.3
Region 9	37.8
Region 10	37.8
Region 11	28.9
Region 12	24.5
Alaska	17.4
Europe	21.8
Mean, all regions	35.1
Total population	5,861,324

Table 4.2 Beneficiaries in Region 10 Having Unclear Information About Enrolling in TRICARE Prime Percent of Beneficiaries Reporting Knowing Something About TRICARE	
	Percent reporting unclear information
Active duty personnel	21.1
Active duty family members	16.8
Retirees, survivors, and family under age 65	27.2
Retirees, survivors, and family age 65 or over	45.7
Region 10 overall	27.2
Mean, all regions	33.9
Total population in Region 10	132,638

Table 4.3 Sources of Information About TRICARE in Region 10 Percent of Beneficiaries Reporting Knowing Something About TRICARE	
Source	Percent reporting the source
TRICARE presentation	32.9
Information package	57.8
Military doctor	13.2
Civilian doctor	5.6
TRICARE information number	18.8
Military base newspaper	23.1
Regular newspaper	3.2
Friends/neighbors	21.0
TRICARE service center	27.6
Radio/TV	1.3
Other source	21.9
Total population in Region 10	142,037

SOURCES OF HEALTH CARE

Table 5.1 Use of Military Pharmacies to Fill Prescriptions Written by a Civilian Provider Percent of Beneficiaries in Region 10 by Beneficiary Group	
	Percent using military pharmacy
Active duty personnel	10.6
Active duty family members	16.6
Retirees, survivors, and family under age 65	19.3
Retirees, survivors, and family age 65 or over	28.8
Region 10 overall	20.8
Mean, all regions	25.0
Total population in Region 10	234,667

Table 5.2 Usual Source of Care for Beneficiaries in Region 10 Who Are Sick or Need Advice Percent of Beneficiaries Who Reported Having a Usual Source of Care			
	Percent using the given type of facility		
	Military	Civilian	Other
Active duty personnel	94.0	4.9	1.1
Active duty family members	64.4	34.3	1.3
Retirees, survivors, and family under age 65	23.5	65.5	11.0
Retirees, survivors, and family age 65 or over	10.8	75.2	13.9
Region 10 overall	33.6	56.8	9.6
Mean, all regions	46.5	49.4	4.1
Total population in Region 10	71,190	120,474	20,260

USE OF HEALTH CARE

Table 6.1 The Number of Outpatient Visits in the Past Year by Patients in Region 10 by Enrollment Status and Past Care Percent of Beneficiaries Who Received Some Care at a MTF or CTF or Both in Past 12 Months		
	Percent reporting given number of visits	
	MTF	CTF
Enrolled		
0 visits	8.7	11.4
1 - 5 visits	56.2	52.8
6 + visits	35.1	35.7
Not enrolled		
0 visits	42.0	3.6
1 - 5 visits	36.5	47.4
6 + visits	21.5	49.0
MHS Average		
0 visits	16.3	9.6
1 - 5 visits	52.9	49.6
6 + visits	30.9	40.8
Total population in Region 10	93,348	129,246

USE OF PREVENTIVE SERVICES

Table 7.1 Blood Pressure Readings by Enrollment Status in Region 10 Percent of All Beneficiaries	
	Percent reporting blood pressure reading
Enrolled in TRICARE Prime	
Active duty	95.8
Non-active duty	96.8
Not enrolled in TRICARE Prime	
Under age 65	94.4
Age 65 or over	97.4
Region 10 overall	96.1
Mean, all regions	96.3
Total population in Region 10	238,205

Table 7.2 Cholesterol Screening by Enrollment Status in Region 10 Percent of All Beneficiaries	
	Percent reporting cholesterol screening
Enrolled in TRICARE Prime	
Active duty	81.5
Non-active duty	76.9
Not enrolled in TRICARE Prime	
Under age 65	79.6
Age 65 or over	93.9
Region 10 overall	83.4
Mean, all regions	80.8
Total population in Region 10	236,938

Table 7.3 Breast Cancer Screening by Region Percent of Female Beneficiaries Age 50 and Over	
	Percent reporting breast cancer screening
Region 1	86.1
Region 2	85.3
Region 3	85.2
Region 4	83.3
Region 5	79.4
Region 6	83.2
Region 7/8	81.7
Region 9	86.1
Region 10	85.5
Region 11	81.7
Region 12	80.5
Alaska	84.4
Europe	63.1
Mean, all regions	83.7
Total population	1,426,067

Table 7.4 Pap Smears by Enrollment Status in Region 10 Percent of Female Beneficiaries			
	Percent reporting exam with Pap smear during given time period		
	Within 3 years	3 years +	Never
Enrolled in TRICARE Prime			
Active duty	96.0	2.7	1.3
Non-active duty	90.7	7.7	1.6
Not enrolled in TRICARE Prime			
Under age 65	83.5	13.8	2.7
Age 65 or over	79.3	18.1	2.7
Region 10 overall	85.7	12.1	2.2
Mean, all regions	87.5	10.7	1.8
Total population in Region 10	104,451	14,746	2,695

Table 7.5 Timing of First Prenatal Care by Region Percent of Female Beneficiaries Who Were Pregnant When Responding to the Survey or During the 12 Preceding Months	
	Percent reporting first prenatal care during first trimester
Region 1	88.5
Region 2	80.2
Region 3	89.7
Region 4	90.3
Region 5	92.5
Region 6	89.2
Region 7/8	91.7
Region 9	87.8
Region 10	92.2
Region 11	93.7
Region 12	94.4
Alaska	86.5
Europe	96.6
Mean, all regions	89.3
Total population	194,191

Table 7.6 Prostate Screening by Enrollment Status in Region 10 Percent of Male Beneficiaries Age 50 or Over			
	Percent reporting prostate screening		
	Within past 2 years	2 years +	Never
Enrolled in TRICARE Prime			
Active duty	87.8	12.2	0.0
Non-active duty	85.7	10.3	4.0
Not enrolled in TRICARE Prime			
Under age 65	70.6	18.9	10.5
Age 65 or over	85.0	11.0	4.0
Region 10 overall	80.7	13.3	6.0
Mean, all regions	77.8	NA	NA
Total population in Region 10	60,262	9,928	4,456

ENROLLMENT AND BENEFICIARY HEALTH STATUS

Table 8.1 Enrollment Status in TRICARE Prime Percent of Beneficiaries Who Reported Knowing Something About TRICARE			
	Percent reporting given enrollment status		
	Enrolled in TRICARE Prime	Not enrolled in TRICARE Prime	Don't know
Region 10	50.2	44.2	5.6
Average of mature TRICARE regions	53.3	40.5	6.2
Total population in Region 10	69,684	61,317	7,705

Table 8.2 Composite Scores of Physical Health by Enrollment Status in Region 10 Percent of All Beneficiaries	
	Percent below age adjusted median score for U.S. population
Enrolled in TRICARE Prime	
Active duty	40.2
Non-active duty	56.4
Not enrolled in TRICARE Prime	
Under age 65	45.3
Age 65 or over	53.0
Region 10 overall	49.7
Mean, all regions	51.0
Total population in Region 10	228,584

PERFORMANCE IMPROVEMENT PLAN

Table 9.1 Performance Improvement Plan for Region 10		
	Importance	Percent excellent or very good
Convenience of location of treatment	0.235680	47.47215
Convenience of hours	0.314643	37.97025
Access to health care whenever you need it	0.392761	32.13028
Access to a specialist if you need one	0.389162	27.72487
Access to hospital care if you need it	0.379623	37.73173
Access to medical care in an emergency	0.367023	41.94962
Ease of making appointments for health care by phone	0.373591	34.49821
Length of time you wait at office to see the provider	0.387185	29.72493
Length of time between making an appointment for routine care and day of visit	0.364741	29.36288
Availability of health care information or advice by phone	0.344720	27.47381
Services available for getting prescriptions filled	0.304880	57.02055
Thoroughness of examination	0.455771	43.71585
Ability to diagnose my health care problems	0.470752	40.25974
Skill of health care providers	0.484363	46.21549
Thoroughness of treatment	0.507933	43.32425
The outcomes of your health care (how much you are helped)	0.505832	41.04410
Overall quality of health care	0.529866	42.45614
Provider's explanation of health care procedures	0.503196	45.11416
Provider's explanation of medical tests	0.523477	43.70732
Attention provider gives to what you have to say	0.506155	46.11260
Advice provider gives you about ways to avoid illness and stay healthy	0.440350	43.14314
Courtesy shown to you by administrative staff (e.g., receptionists)	0.399506	46.70711
Courtesy shown to you by health care providers	0.482767	54.50607
Provider's concern for you as a person	0.492241	48.63436
Provider's concern for your privacy	0.461282	54.57909
Reassurance and support offered to you by health care providers	0.491309	39.73257
Amount of time with health care providers during a visit	0.459517	36.52482
Ability to choose health care providers	0.385913	24.32723
Ease of seeing the provider of your choice	0.389787	25.91398
Health care providers' personal interest in the outcome of your problem	0.484822	39.17526
Protection you have against financial hardship due to medical expenses	0.320630	36.32019
Help with arrangements to get the health care you need without financial problems	0.350881	35.13514
Ease of parking	0.160918	41.37034